

## Industry Tip

---

### IRIS User Experience Survey Results

Date	Module/Application/Functionality	Notes
December 21, 2016	Well and Facility Infrastructure module; IRIS navigation; IRIS security module	Initial release

#### 1.0 Background

As part of the Ministry of the Economy's (ECON) commitment to continually improve IRIS and its customer service to industry, ECON's Petroleum and Natural Gas (PNG) Division conducted an online IRIS user experience survey between June 30 and July 15, 2016, to:

- Gauge industry's perspective on how well IRIS's well and facility infrastructure functionality is assisting them to meet their regulatory and business requirements with the Government of Saskatchewan; and
- Measure industry's level of satisfaction with the services provided by PNG as a regulator.

#### 2.0 Acknowledgement

ECON thanks industry members for taking time to complete the survey, and for providing thoughtful comments and suggestions on IRIS and PNG's regulatory services.

#### 3.0 Summary of Results

The survey results indicate that industry respondents experience with IRIS, and ECON's performance as a regulator, is trending positively:

- 58.3 per cent of respondents rated their overall experience using IRIS as either 'positive' or 'somewhat positive'.
- 59.4 per cent of respondents ranked ECON's service to the oil and gas industry as either 'excellent' or 'good' compared to the other regulators they work with.

##### 3.1 What ECON is doing well with IRIS

- Customer service: Survey comments clearly indicate that customer service is by far ECON's biggest strength as a regulator.

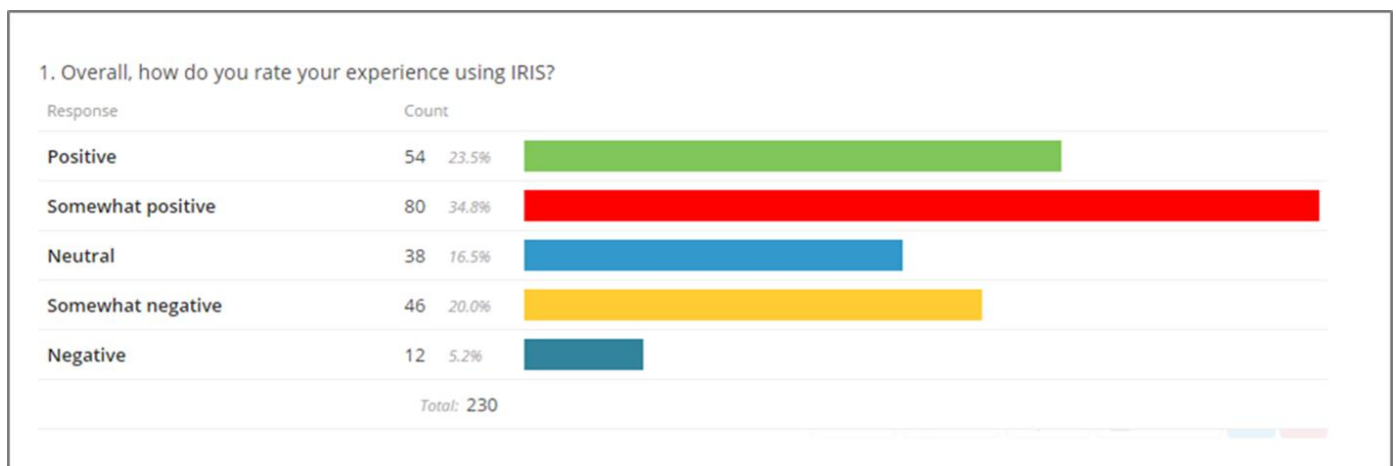
- Access to data available in IRIS: Respondents are generally satisfied with the data available in IRIS, stating that it is valuable and useful in their business activities.
- IRIS's potential: Respondents generally recognize that IRIS is a new system, and as such, ECON is working out issues. Industry also recognized that using IRIS will become easier with time, and so too will IRIS's usefulness to their business.

### 3.2 What ECON can do better with IRIS

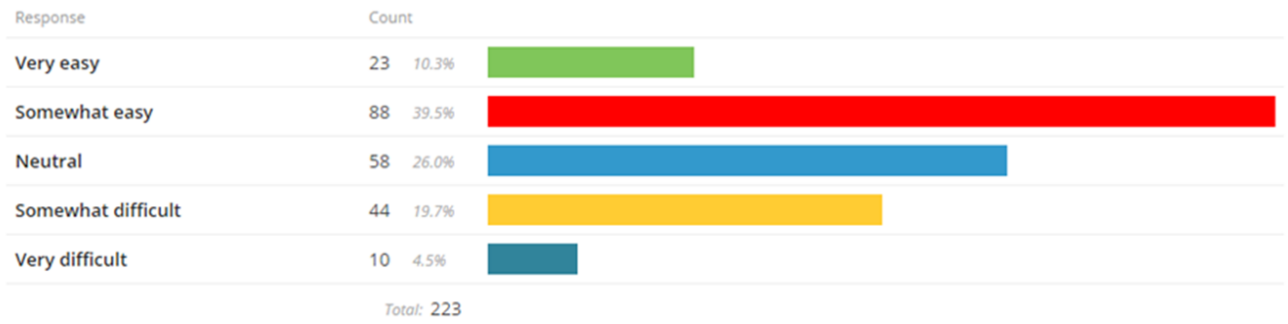
- Notifications: Respondents expressed a need for an email communication when a notification becomes available in IRIS, as well as when an inspection takes place. They also expressed a need for email communication to confirm their compliance with regulations.
- General functionality, specifically the login process: The biggest pain point for industry is IRIS's security process to log into the system. The use of a captcha image, in particular, was noted as an excessive security measure.
- Instructions and guidance for using the system: Respondents expressed frustration over the absence of step-by-step instruction guides for IRIS. In addition, industry is sometimes unsure why ECON is collecting the data it is collecting, how data is organized and why it's organized the way it is within IRIS.
- Explaining business decisions made in the development of IRIS: Respondents are unclear why ECON made the business decisions it did in the development of IRIS, such as the concept of industry self-declaration and the retirement of well names.

## 4.0 Overall Survey Results

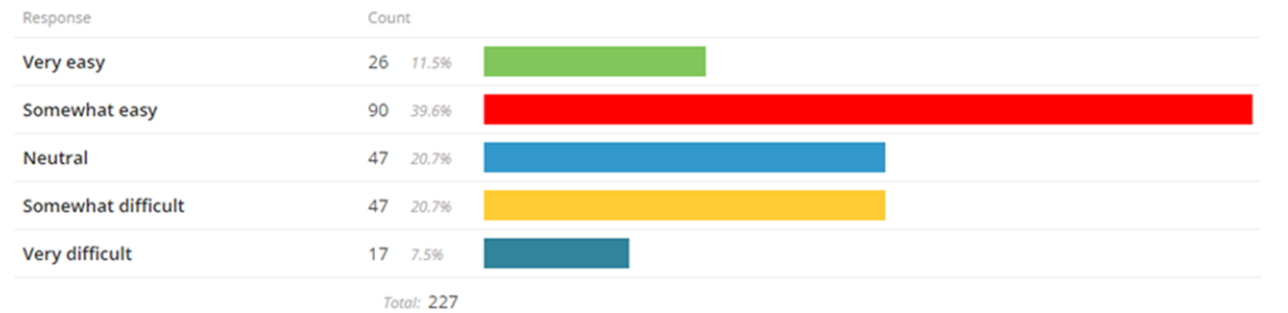
The survey was distributed to 1,182 individual users. With 231 completed surveys, the response rate is approximately 19.5 per cent.



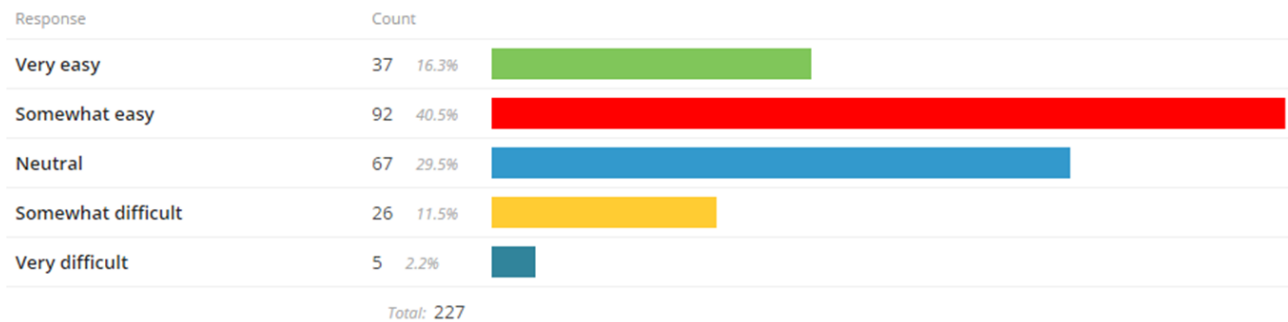
2. If you use IRIS to complete business and regulatory activities, how easy is it for you?



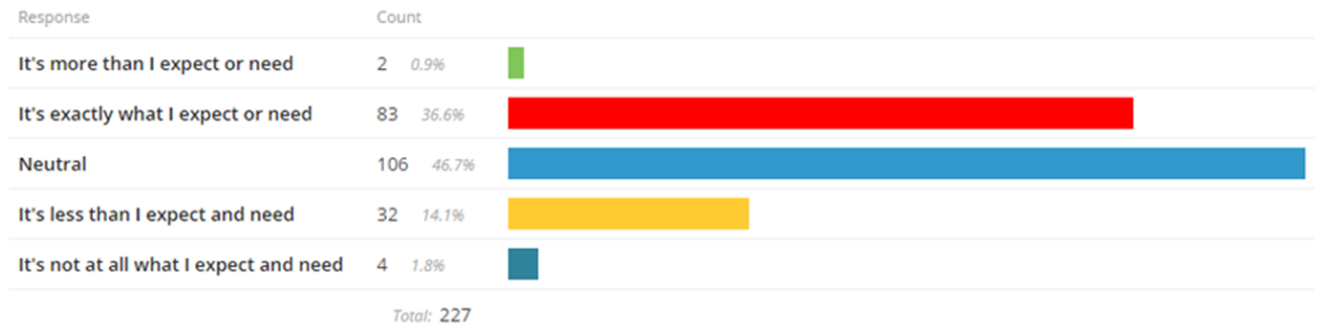
3. If you use IRIS to access information or data, how easy is it for you to find what you're looking for?



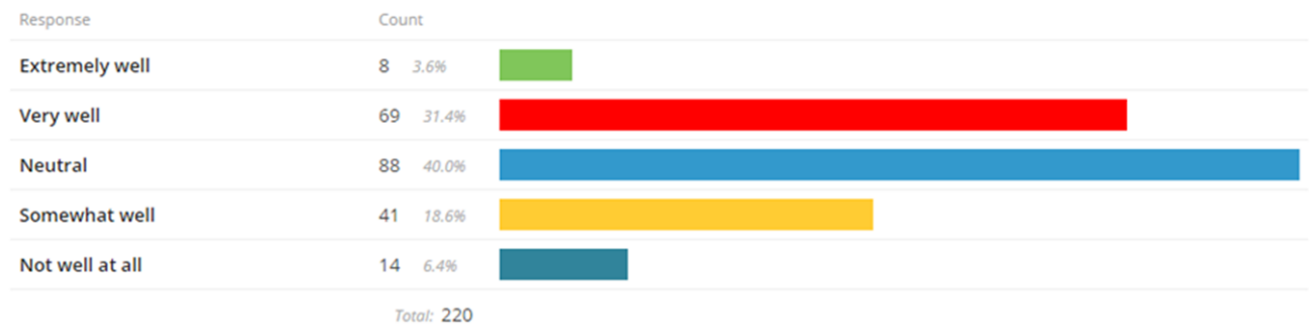
4. If you use IRIS to access information or data, how easy is it to understand and consume?



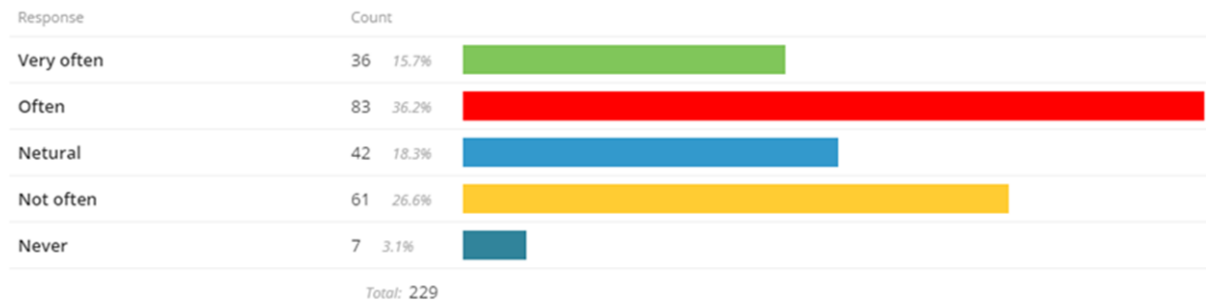
5. If you use IRIS to access information or data, is the data or information you retrieve what you expect and need?



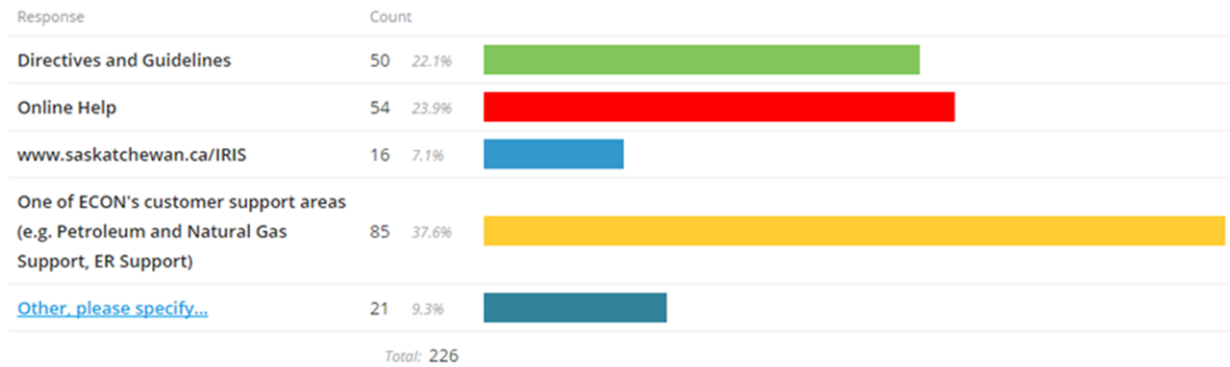
6. How well does IRIS help you meet your regulatory reporting requirements and complete your business activities with the Government of Saskatchewan?



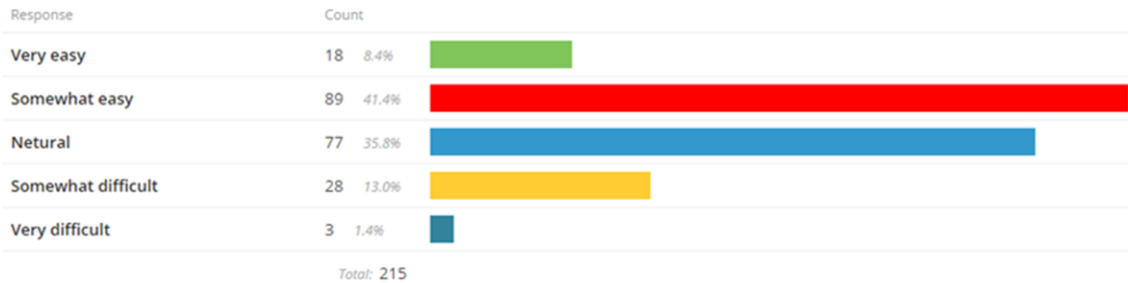
7. How often do you access and use the various support resources available to help you use IRIS? Resources include: Directives, Guidelines, Help or the IRIS page on the Government of Saskatchewan's website ([www.saskatchewan.ca/IRIS](http://www.saskatchewan.ca/IRIS))?



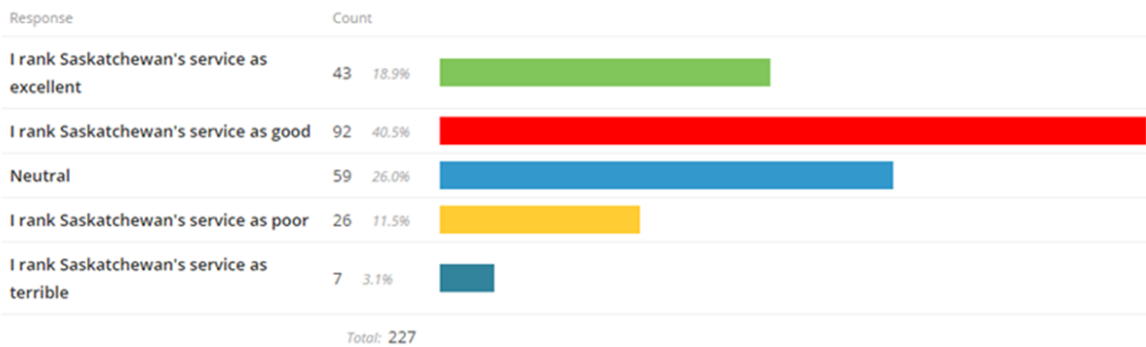
8. When you're stuck completing an activity in IRIS, what is the first support resource you access?



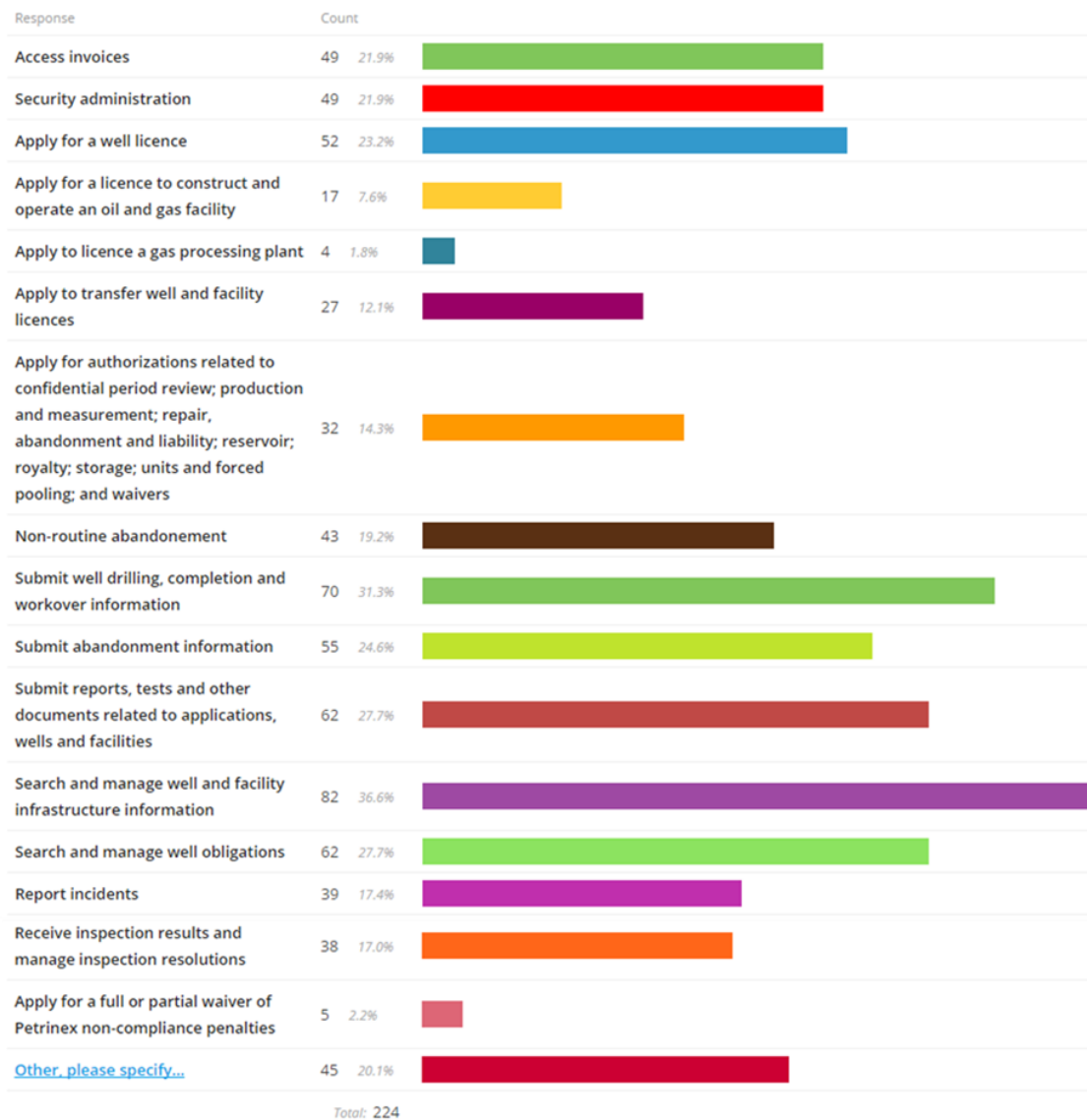
9. If you use Directives, Guidelines, online Help or the IRIS page on Government of Saskatchewan's website (www.saskatchewan.ca/IRIS), how easy are these resources to understand?



10. Compared to other regulators you work with, how do you rank ECON's service to the oil and gas industry?



11. What functionality do you regularly use in IRIS? Click all that apply:



**Question 12: Do you have any other comments, questions or concerns about your experience using IRIS?**

60 written responses provided. Themes include:

- Login
- Support (industry orientation before IRIS go-live, websites, Help, Directives/Guidelines, other documentation)
- Security and permissions
- Clients Support Team
- General navigation and user interface
- Access to information
- Functionality (missing functionality, improvement suggestions, issues)
- Notifications, communication or obligations and compliance
- Timeouts
- New system (start-up issues, learning curve, kinks, need for continuous improvement)
- Business process (submission requirements, business decisions made with the implementation of IRIS)
- General complaints and comments

## 5.0 Actions taken to date

- In early 2017, notification functionality will be implemented into IRIS, which will enable users to subscribe to email notifications.
- PNG is reviewing the well and facility infrastructure content available on IRIS's Help System to determine areas for future improvement. Consideration is being given to incorporate instruction guides into Help to assist industry with the following:
  - Better navigate IRIS to take advantage of the data available;
  - Complete business activities within the system more efficiently; and
  - Understand how IRIS is built and the business decisions made during its development.
- ECON has worked to finalize draft *Directives* and *Guidelines* in an effort to provide clarity on how industry can use IRIS to meet its regulatory requirements. For example, a new and enacted version of [Directive PNG013: Well Data Submission Requirements](#) was published on October 12, 2016.

## 6.0 Questions?

If you have questions or concerns, please contact PNG Support at 1-855-219-9373 or [PNG.support@gov.sk.ca](mailto:PNG.support@gov.sk.ca).